DOCUMENT RESUME

ED 445 040 TM 031 645

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TITLE Assessments A to Z: A Collection of 50 Questionnaires, Instruments, and Inventories.
ISBN ISBN-0-7879-4509-9
PUB DATE 2000-00-00
NOTE 354p.; Includes a CD-ROM that enables users to customize the assessments in this collection.
AVAILABLE FROM Jossey-Bass/Pfeiffer, 350 Sansome Street, 5th Floor, San Francisco, CA 94104-1342 ($49.95). Tel: 415-433-1740; Tel: 800-274-4434 (Toll free); Fax: 415-433-0499; Fax: 800-569-0443; Web site: www.pfeiffer.com.
PUB TYPE Books (010) -- Guides - Classroom - Teacher (052) -- Reference Materials - General (130)
EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS *Evaluation Methods; *Measures (Individuals); *Occupational Tests; *Student Evaluation; *Test Construction; *Training

ABSTRACT

This collection of reproducible instruments is designed to help trainers evaluate the performance of their students and to evaluate their success of the training itself. Part 1 discusses assessments and their use. Part 2 contains a topic and assessment matrix and includes 50 assessments that measure various job-related attitudes, knowledge, and skills, such as assertiveness, business writing, customer service, office behavior, and time management. Scoring and interpretation directions are given for each assessment. Part 3 is a guide to customizing these assessments to fit the needs of the training program and designing assessments for particular purposes. The accompanying CD-ROM facilitates customizing the assessments. (SLD)

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